

ASSA Recognition Award

CATEGORY	:	Transformation Recognition Award
ORGANISATION	:	National Fund for Veterans (NFV), Cambodia
CONTACT PERSON	:	Name: Nix Dipaul; Assistant Executive Director of NFV Email: dipaulnix@gmail.com
NAME OF PROJECT	:	Exploring Alternative Approaches during the Covid-19 Era
OBJECTIVE AND NATURE OF PROJECT	:	National Fund for Veterans, as a public social security institution working on providing social security benefits to our members of retired police officers and armies, never anticipated to be hit by a Covid-19, which have incurred for over one year and a half now. A sudden hit from a global pandemic has complicated and disrupted our functioning in various ways. Once the Covid-19 hit, we were on the edge to look for alternative solutions to be able to carry out our usual scheme but in a different manner, we have to adapt to a new normal where no matter how critical the situations of Covid-19 in Cambodia is, we would still be able to safely deliver our benefits provision to our pensioners. This is a clear motive why we have to come up with a new perspective on our benefits delivery mechanism together with our new pensioners registration procedure. Our new outlooks including: - Facilitate a contactless procedure where relevant and necessary documents are now permitted to be scanned and sent via a secure online portal to maintain the confidentiality as well as to speed up the overall processes - Increase further cooperation with our partner banks where they help easing the overall document verification processes to minimize the covid spreading risk as well as acting as a big information spreading gateway to their customers including our members

		- Significantly expand our taskforce to tackle the phone line service and online portal system where complains, recommendations and information regarding the overall schemes and new system are raised and solved.
WHY IT SHOULD BE RECOGNISED	:	Nevertheless, with the bad comes the good, this proved to be an occasion for us to seek different methods which otherwise would not have been thought of. The new approach to the system has shaped our overall functions in a very tremendous way. With the new system, we are able ensure that all benefits provision can be delivered in a timely manner and in the safest way possible to ensure the well-being of our staffs and especially our members. Our new course of actions leads to success story such as: - More information dissemination portals to broadcast reliable information amidst a period where rumors and fake news are circulating around - Further enhance our collaboration and joint effort with our partner bank to make sure the facilities in the banks are safe for our members to use in order to receive their benefits - The most remarkable accomplishment that we have achieved so far is a new system which it digitalized and enhanced the existing one to function the best now and still applicable for the foreseeable future even when the pandemic is over.

**SUMMARY OF
THE PROJECT**

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Cambodia was hit quite severely with Covid-19 in the course of 2020 and 2021. Unlike most countries which were hit hardly during the first wave of around second quarter of 2020, Cambodia has found itself averted from the crisis; however, we were still hit by the second wave starting in the first quarter of 2021 which is still rampant nowadays. This, at least, has allowed us sometimes to come up with alternative ways to look into how we could safely handle our day-to-day operation and specially to make sure that our benefit provisions could be delivered in the best way to our beneficiaries during this hard time. Our main motive in this endeavor is to find a simple yet effective alternatives where the solutions should not be obsolete and can still be implement even when the Covid-19 situation is over. Through the approach, we have utilized a lot of the advancement in the digitalization and online processes field to ease with the overall procedure in a contactless manner which is proven to be safer as well as much more efficient.

